

PRIVACY NOTICE

DEAN JAY ARCHITECTS

1. Purpose of this Privacy Notice

- 1.1. This Privacy Notice (“Notice”) describes how and when Dean Jay Architects (CK1997/059144/23), located at Unit 3, 17 Audley Gardens, Morningside, Durban, 4001 “)” collects, uses, and shares personally identifiable information (“Personal Information”).
- 1.2. Personal Information includes Special Personal Information and Personal Information of both natural persons and legal entities.
- 1.3. This Privacy Notice applies to all external parties with whom We engage as part of Our business operations (“Data Subjects”/”You”/”Your”) and where as part of such engagement, We may collect, use, and share Your Personal Information.
- 1.4. If you have questions about this Privacy Notice, please send an email to design@deanjayarchitects.com

2. What Personal Information We Collect

Dean Jay Architects, in the conduct of its business operations, mostly engages and contracts with Juristic Entities. In dealing with such entities, We also engage with individuals within the Entities and collect and use the Personal Information of such persons. We will Process the Personal Information of such individuals as stated in this Privacy Notice.

2.1. Personal Information We collect:

- 2.1.1. Contact Information such as Company name, contact persons, e-mail addresses, physical address, phone and mobile numbers;
- 2.1.2. Account and payment information such as authorised account users, VAT and Income tax reference numbers, bank details, invoices and records;
- 2.1.3. Identifiers such as Company registration numbers, identity numbers, physical addresses;
- 2.1.4. Contract information including product or services information, commercial terms of the contract, contract performance and non-performance;
- 2.1.5. Tender request information including client references, proof of insurance and tax clearance certificate of good standing, account details;
- 2.1.6. Financial information such as financial statements, credit and trade references, shareholders, trustees and sureties;
- 2.1.7. Recruitment information: CV/resume, SA ID number, passport number; training records, education and work history, address, contact details, certifications/qualifications;

3. If You Do Not Provide Us with The Personal Information

If You do not provide Us with the Personal Information, by way of illustration only:

- 3.1.1. We may not be able to conclude a contract to do business with You;
- 3.1.2. We may not be able to respond to enquiries or investigate a complaint received from You.

4. How We Collect Personal Information:

4.1. We collect information directly from You when:

- 4.1.1. We engage directly with You as part of any on boarding process;
- 4.1.2. We conclude an agreement with You;
- 4.1.3. You engage with Us, such as through emails, complaints or queries via telephonically or by mail;
- 4.1.4. You enter any of Our Sites, Offices, Facilities and work areas;
- 4.1.6. You render any services to Us as a third party service provider;
- 4.1.7. When You reply to a Request for Quotation;

4.2. We collect Personal Information indirectly about You from:

- 4.2.1. Other companies;
- 4.2.2. Websites, by phone, email, or through social media platforms such as Facebook, Instagram, LinkedIn;
- 4.2.3. Public sources and registers (such as company registers, online search engines, (title) deeds registries, public posts on social media);
- 4.2.4. Third parties that We engage for the purposes of conducting its business;

5. What We Use Your Personal Information For

We use Your Personal information:

- 5.1. to operate Our business;
- 5.2. to implement and manage relationships with You including sending invoices, processing payments, accounting, auditing, billing;
- 5.3. to provide customer services;
- 5.4. to comply with any legislation or regulation which requires Us to collect the information;
- 5.5. to comply with demands or requests made by Regulators, Governmental Authorities and Law Enforcement Authorities;
- 5.6. to ensure We have Your up-to-date contact information;
- 5.7. to verify information provided by You.

6. Special Personal Information

Where we need to Process your Special Personal Information, we will do so in the ordinary course of our business, for a legitimate purpose, and in accordance with applicable laws.

7. Who We Share the Personal Information With

7.1. We may share Your Personal Information with:

7.1.1. third-party service providers who provide services to Us, including but not limiting to supporting, operating, securing and hosting Our information technology systems, providers of customer experience services, payment processing, product management, document and information storage;

7.1.2. Our professional advisors;

7.1.3. law enforcement, government officials, or other third parties as may be necessary or appropriate in connection with an investigation of fraud, intellectual property infringements, or other activity that is illegal or may expose Us to legal liability;

7.1.4. third parties (such as a potential purchaser and its professional advisors) in the event of any reorganization, merger, divestiture, acquisition, consolidation, restructure, sale, joint venture, or other disposition of any or all of our assets.

8. Personal Information of Children

We do not intentionally collect Personal Information from children under the age of 18 years.

9. How Long Do We Keep Your Personal Information

9.1. We will retain your Personal Information for as long as necessary to achieve the purpose for which it was collected or subsequently processed.

9.2. Personal Information may be held for longer periods where –

9.2.1. Retention of the record is required or authorized by law;

9.2.2. We reasonably require the record for lawful purposes related to Our functions or activities;

9.2.3. Retention of the record is required by a contract between You and Us; or

9.2.4. You have consented to the retention of the record.

10. How we keep your Personal Information Secure

10.1. We secure the integrity and confidentiality of Personal Information in Our possession or under Our control by taking appropriate, reasonable technical and organizational measures to prevent loss of, damage to or unauthorized destruction of Personal Information; and unlawful access to or processing of Personal Information.

10.2. In order to ensure such security, We have in place policies, controls and related processes, which are reviewed and updated on a regular basis.

10.3. Our policies, controls and procedures cover for example

10.3.1. Physical, technical and network security;

10.3.2. Access controls and monitoring access;

10.3.3. Secure storage, destruction and encryption of records of Personal Information;

10.3.4. Personal Information security incident reporting and remediation;

10.3.5. By way of written agreements, imposition of security and confidentiality obligations on Operators and reserving the right to audit their systems to ensure compliance with such obligations.

11. Your Rights

11.1. You have the right to –

11.1.1. Request a record of Your Personal Information. We may charge You a fee to provide such a record, but We will tell You how much this is beforehand. In certain circumstances, We cannot tell you what Personal Information We have about You. For example, to protect (a) the privacy of others; (b) confidential information of third parties; (c) the safety of others;

11.1.2. Request correction of Your Personal Information if it is inaccurate, irrelevant, excessive, misleading or obtained unlawfully;

11.1.3. Request deletion of Your Personal Information where there is no lawful basis to retain it;

11.1.4. Withdraw consent previously given in respect of the processing of Your Personal Information. Withdrawal of consent may limit Our or a third party's ability to carry out certain functions in respect of Our commercial relationship.

11.2. We will comply with Your request unless We have a reasonable explanation why We cannot comply.

11.3. If We cannot agree whether to correct or delete the Personal Information and if You ask Us to, We will indicate on the Personal Information register that a correction was requested but was not made.

11.4. If changes to the Personal Information impact any earlier decisions that impact You, if reasonably practicable, We will inform all persons to whom the Personal Information has been disclosed of those steps.

11.5. We will notify You of the action taken by Us because of Your request.

11.6. All requests can be made via email at design@deanjayarchitects.com We will always require that You verify You are in fact the owner of such Personal Information.

12. Right to withdraw consent

12.1. In the limited circumstances where processing of Your Personal Information is based on Your Consent, You have the right to withdraw such consent at any time. To withdraw Your consent, please send an email to design@deanjayarchitects.com

12.2. Once We are notified that You have withdrawn Your consent, We will no longer process Your Personal Information for the purpose You originally agreed to, unless We have another lawful basis for doing so.

13. How to lodge a complaint with the information Regulator

You may lodge a complaint in respect of this Privacy Notice or any of Our Personal Information Processing activities with the Information Regulator, whose contact details are available on its website at <https://www.justice.gov.za/inforeg/> or www.justice.gov.za

14. Revisions to the Notice

We may update this Privacy Notice from time to time.

This Privacy Notice was last updated on 10 JUNE 2022